



**TOWN OF FOXBOROUGH  
40 South Street  
Foxborough, MA 02035**

**REQUEST FOR PROPOSALS  
#2016-01**

**Electronic B2B Payment and Procurement Card Programs**

The Town of Foxborough, acting through its Town Manager, is seeking sealed proposals from qualified institutions to establish **both** an Electronic B2B Payment and a Procurement Card Program. Proposers must have demonstrable experience in these areas of banking services as described herein. The term for this contract will be for three (3) years. This contract will be awarded to the responsible and responsive bidder in accordance with Massachusetts General Law c.30B and the laws of the Commonwealth of Massachusetts and will be subject to the laws, by-laws and regulations of the Town of Foxborough.

Proposers must submit their offers in sealed packages with one original and six copies. Proposals must be clearly marked on the outside “**#2016-01 Town of Foxborough Non-Price Proposal**” & “**#2016-01 Town of Foxborough Price Proposals**”. Proposals will be due no later than **Wednesday, August 17<sup>th</sup>, 2016 at 3:00PM.** Proposals should be delivered to the Town Manager, Town of Foxborough, 40 South Street, Foxborough, MA 02035.

The Town of Foxborough reserves the right to accept or reject, in part or in whole, any or all proposals, if it deems to be in its best interest and will award this contract to the Institution that meets all of the requirements of this RFP.

William Keegan, Jr.  
Town Manager  
(508) 543-1200

## Introduction

The Town of Foxborough is pleased to invite you to participate in an RFP for municipal payment solutions- Electronic B2B Payment and Procurement Card Programs. The Town of Foxborough considers its Electronic B2B Payment and Procurement Card Programs to be an important aspect of our Finance and Accounting operations, and focuses on streamlining processes that result in 1.) cost reduction 2.) optimized working capital to the organization 3.) and 'customer' satisfaction for our employees and vendors.

The Town of Foxborough, Massachusetts was incorporated in 1778 and is located at the intersection of Interstates 95 and 495 in Norfolk County, almost exactly half way between Boston, Massachusetts and Providence, Rhode Island. The 2015 estimated population was 17,493. The Town is best known as the site of Gillette Stadium, home of the New England Patriots of the National Football League (NFL) and the New England Revolution of the Major Soccer League (MLS). Foxborough is run by a five member Board of Selectmen and other various elected town officials. Day-to-day operations involving items under the Board of Selectmen's purview are handled by an appointed Town Manager.

This contract will be awarded to the **responsible** and **responsive** bidder in accordance with Massachusetts General Law c.30B and the laws of the Commonwealth of Massachusetts and will be subject to the laws, by-laws and regulations of the Town of Foxborough. The Town reserves the right to accept or reject, in part or in whole, any or all proposals, if it deems it to be in its best interest and will award this contract to the Institution that meets all of the requirements of the RFP.

NOTE: To qualify as a **responsive** and **responsible** proposer:

- a) A **responsive** proposer shall mean a proposer who has submitted a proposal which conforms in all material respects to this request for proposal, including inclusion of all the information or documentation specified in the proposal submission requirements.
- b) A **responsible** proposer shall mean a proposer who has demonstrated the capability to perform fully the contract requirements, and the integrity and reliability which assures a good faith performance.

Proposals will be evaluated based on relevant factors deemed to be in the best interests of the Town including without limitation: quantity, quality, and condition of equipment; personnel and management system; communication system; ability to deliver top quality service as evidenced by non-price proposal and/or interviews with selected proposers level of satisfaction expressed by the proposer's prior or current customers. The Town reserves the right to weigh its evaluation criteria in any manner it deems appropriate and to use its own experience with a proposer and contact sources for whom references were not provided. The Town will select one Base Proposal and may select any one alternative or combination of alternatives, or no alternatives, from the successful proposer's proposal.

## General Terms and Conditions

### **Instructions to Firms Submitting Proposals**

- Copies of the Request for Proposals may be obtained by making a request to the Office of the Board of Selectmen at (508) 543-1200 during normal business hours (Monday through Thursday,

8:30am – 4:00pm, Tuesday evenings 5:00 – 8:00pm and Friday 8:30am – 12:30pm) and on-line at [www.foxboroughma.gov/Pages/FoxboroughMA\\_News/](http://www.foxboroughma.gov/Pages/FoxboroughMA_News/)

- Submission Deadline: The deadline for the proposal submission is on or before 3:00pm on Wednesday, August 17<sup>th</sup>, 2016. Proposals shall be submitted to the attention of:

Town Manager  
40 South Street  
Foxborough, MA 02035

In two sealed envelopes clearly marked: “#2016-01 Town of Foxborough Non-Price Proposal” & “#2016-01 Town of Foxborough Price Proposal”.

- Emailed or faxed proposals will be deemed non-responsive and will be rejected regardless of the date/time received.
- At 3:00pm on Wednesday, August 17<sup>th</sup>, 2016, proposals will be opened and recorded at the Board of Selectmen’s Office (Town Hall, 40 South Street, Foxborough, MA). Proposals will then be evaluated by the Town Manager and the Credit Card Working Group. Proposals will be evaluated upon the basis of the minimum qualifications/criteria; the comparative criteria for selection set forth; prices and other appropriate factors. The proposal determined to be in the best interests of the Town may not necessarily be the low bidder.
- Inquiries concerning this RFP must be in writing and must be submitted to the Town Manager, Town Hall, 40 South Street, Foxborough, MA 02035, to be considered. Inquiries are to be received by 4:00pm, Wednesday, August 10<sup>th</sup>, 2016. Inquiries received after that time will not be answered. Any responses to inquiries will be provided to all persons who have obtained copies of this RFP from **and who registered with the Board of Selectmen’s office**.
- Proposals may be corrected, modified, withdrawn or resubmitted prior to the deadline for submission of proposals by submitting the seven copies (one original) of such correction, modification, withdrawal or a new submission, clearly marked on the outside of the envelope with the appropriate heading, by the deadline listed above.
- Once the deadline has passed, proposals may not be withdrawn, amended or modified for a period of sixty (60) days from the deadline for submission of proposals.
- Proposals received by the Town later than the submission deadline will be deemed non-responsive and will be rejected. All proposals will be date/time stamped as they are received and the Town’s date/time stamp will be controlling. Late delivery of materials due to any type of delivery system shall be cause for rejection.
- These requirements will be strictly enforced. Proposers are cautioned to either hand deliver their proposals or to allow sufficient time for their proposals to be received by mail or other delivery service.
- The successful proposer must execute an acceptable contract within thirty (30) days of the award by the Town Manager.

- All proposals shall be unconditional; proposals that purport to impose conditions not included in this RFP will be deemed non-responsive. The awarding authority may, however, waive minor informalities and omissions in the proposal if it decides, in its sole discretion, that such informality or omission is not prejudicial to the interests of the Town or to fair competition. The awarding authority may waive minor informalities or allow the bidder to correct them. If a mistake and the intended bid are clearly evident on the face of the bid document, the awarding authority will correct the mistake to reflect the intended correct bid and so notify the bidder in writing, and the bidder may not withdraw the bid. A bidder may withdraw a bid if a mistake is clearly evident on the face of the bid document but the intended correct bid is not similarly evident.
- Each firm submitting a proposal shall submit seven copies (one original) of both its' proposals.
- Proposals should be clearly marked "#2016-01 Town of Foxborough Non-Price Proposal" & "#2016-01 Town of Foxborough Price Proposal" on the outside of the envelope. Emailed and faxed proposals will not be accepted.
- Proposals will be opened and recorded and then reviewed as outlined above. The successful proposer will be required to execute a contract in a form acceptable to the Town of Foxborough within thirty (30) days from the date of notice of acceptance of a proposal, or within such further time as the Town Manager elects, but not to exceed sixty (60) days.
- The Town reserves the right to interview or to seek additional information from any proposer after bidding, but before entering into a contract. The contract shall be awarded to the responsible and responsive proposer submitting the most advantageous proposal, taking into consideration the proposal's relative merits. The Town may reject any proposal if it deems it to be in the best interest of the Town, and to award a contract to the next qualified proposer. Consistent with Massachusetts General Laws Chapter 30B, the Town reserves the right to award the contract based on considerations other than price, as long as such award is advantageous to the Town.
- The Town of Foxborough may cancel this RFP, or reject in whole or in part any and all proposals, if the Town determines that cancellation or rejection serves the best interest of the Town.

## VENDOR RESPONSE REQUIREMENTS

*Proposal must include, but not be limited to:*

### **SEALED ENVELOPE #1: NON-PRICE PROPOSAL**

Detailed Approach/Work Plan (Including Timeline)

Demonstration of Broad Industry Knowledge

Relevant Experience (Outline Other Municipal Projects)

Firm Capacity- Ability to Meet Target Dates

Reference List of Clients Served in the Last Three Years

Specify Composition of Project Team

All Other Non-Cost Questions from Sections #1-9 Not Answered Above

Signed Certificate of Non-Collusion and Signed Tax Compliance Certification

**SEALED ENVELOPE #2: PRICE PROPOSAL**

All Costs Associated with Project, By Year

All Monetary Incentives Associated with Project, By Year

All Other Cost-Related Questions from Sections #1-9 Not Answered Above

**PROPOSAL SUBMISSION**

TWO SEALED PROPOSALS  
(CLEARLY IDENTIFIED)

- 1.) "#2016-01- Town of Foxborough Non-Price Proposal"
- 2.) "#2016-01- Town of Foxborough Price Proposal"

**RECEIPT OF BIDS**

Time: No later than 3:00PM  
Date: Wednesday, August 17<sup>th</sup>, 2016

Town of Foxborough  
Town Manager  
40 South Street  
Foxborough, MA 02035

**NUMBER OF COPIES**

Non-Price Proposal- 1 Original, 6 Copies  
Price Proposal- 1 Original, 6 Copies

## Existing Program Overview

The Town of Foxborough does **not** have existing Electronic B2B Payment or Procurement Card Programs in place. When preparing your proposal, please consider the following data:

Countries	# of Procurement Cardholders	Estimated Annual Procurement Card Charge Volume	Estimated Annual B2B Spend Targeted for an Electronic Payment Solution
United States, Canada	25-50	\$50-100K	\$6,000,000

## Program Objectives

The primary objectives of the Town of Foxborough's Electronic B2B Payments and Procurement Card Programs are stated below:

- Objective One: Procurement & Vendor Payment Process Efficiencies
- Objective Two: Employee Procurement Efficiencies of Time and Satisfaction
- Objective Three: Cost Savings/Rewards
- Objective Four: Optimize Working Capital

## Evaluation

The Town of Foxborough will evaluate all proposals based on the following Minimum and Comparative Criteria. "Minimum" evaluation criteria to identify "Responsible and Responsive" proposals and to be considered for further evaluation; "Comparative" evaluation criteria to identify proposals which rank as "Advantageous" or "Highly Advantageous" in each of the evaluation criteria indicated for each requested proposal.

For each criterion, a proposal will be assigned one of the following ratings:

1. Not Advantageous- Satisfies Minimum Criterion
2. Advantageous
3. Highly Advantageous

The Town reserves the right to award a contract to the most advantageous offer, and shall not be required to select the best economic proposal.

### **MINIMUM EVALUATION CRITERIA**

- Must meet all proposal submission requirements as outlined herein
- Must submit all forms properly filled out and executed
- Has been providing the requested services for more than five (5) years

### **COMPARATIVE EVALUATION CRITERIA**

#### **Non-Price Criteria**

- Entered into similar contracts with government entities
- Ease of integration with client's financial system
- 24/7 customer service with a dedicated account representative
- Website capabilities for program administrators & card holders
- Available for immediate implementation
- Ease of use of reconciliation tools and compatibility with Finance Department internal controls
- Availability of live, in-person training
- Frequency of transaction data feeds (e.g. real time, daily, weekly, etc.)

#### **Price Criteria**

- Implementation costs to the Town
- Cash back/reward program

## B2B Payment and Procurement Card Programs

### Evaluation Criteria

For each criterion, proposals will be assigned a rating of **Highly Advantageous**,  
**Advantageous**, **Not Advantageous**- **Satisfies Minimum Criterion**

Criteria that will be used for comparative purposes are the following:

<b>CRITERION</b>	<b>Rating: (0-3)- Not Advantageous, Satisfies Minimum Criterion</b>	<b>Rating: (4-6)- Advantageous</b>	<b>Rating: (7-9)- Highly Advantageous</b>
1.) Entered into similar contracts with government entities	None	Yes, less than 10	Yes, over 10
2.) Ease of integration with client's financial system	Not easily integrated	Somewhat easily integrated	Easily integrated
3.) 24/7 customer service with a dedicated account representative	Neither available	Customer service is available, but no dedicated account rep	Both are available
4.) Website capabilities for program administrators and card holders	None available	Limited availability	Wide range of web-based features
5.) Available for immediate implementation	No, longer than 60 days lead time	Within 60 days	Within 30 days
6.) Ease of use of reconciliation tools and compatibility with Finance Department internal controls	Rudimentary reconciliation tools that are not currently compatible with Foxborough's internal policies	Well-developed reconciliation tools that are not currently compatible with Foxborough's internal policies	Well-developed reconciliation tools that are compatible with Foxborough's internal policies
7.) Availability of live, in-person training	No	Yes, limited days ( = < 2 )	Yes, (un)limited days ( > 2 )



8.) Frequency of transaction data feeds	Weekly	Daily	Real Time
9.) Implementation costs to the Town	\$10,001 +	\$1 - \$10,000	\$0
10.) Cash back/reward program	None	Yes, 50 bps or less	Yes, more than 50 bps

# RFP Questionnaire

## Executive Summary

Please provide a 2-3 page summary overview of your proposed offerings to the Town of Foxborough. What differentiates your programs from those of your competitors, and what value does such differentiation bring to your customers? Why should our organization choose your programs?

## Section 1 – Organization Overview

1. Provide the full name, address, and phone number of your corporate headquarters and of the individual who is the primary contact for this proposal.
2. Describe your experience in expense management, and include the number of years you have been in the expense management business.
3. Please provide your estimated market share surrounding commercial payment solutions.
4. Describe your global “footprint” in card programs.
5. Describe any business partnerships or alliances you have in place and the nature of such relationships (include bank partnership, technology providers, and any other relevant parties).
6. What emphasis is placed on the development of new products/technology and how will this benefit the Town of Foxborough? What new products/services have you introduced in the last 5 years? Where are your investment dollars focused in the coming year?

## Section 2 –Procurement Card

NOTE: Card Format- Cards must be customized- including color, artwork and logos- as per the Town’s requirements. At a minimum, the card must contain the following information:

- “Town of Foxborough”
- Employees’ name
- The contractor’s toll-free telephone “help” number
- The Town’s Tax ID number

1. How does your Procurement Card best support the purchasing goals of the Town of Foxborough?
2. What account options are available to our organization and our employees (e.g. department or supplier accounts)?
3. How do you ensure that the Town of Foxborough is protected from unauthorized charges?

4. What billing/payment solutions are available to our organization and our employees?
5. If a Cardholder has a dispute or issue with a charge, what is the resolution process and timeline?
6. Describe the process for reporting a Card lost or stolen.
7. Describe the procedure for activating/de-activating Cards.
8. Please describe any control options for single transactions including the number and amounts authorized per day and per cycle, options for the types of vendors and merchant category codes with which the Card may be used, spending and transaction limits for each Cardholder both per transaction and on a monthly basis.
9. Define the levels of data captured by your Procurement Card reporting options.
10. What makes your Procurement Card program unique? Why should our organization choose your Procurement Card program?

### **Section 3 – Electronic B2B Payment Solutions**

1. Please describe your electronic B2B payment solutions, including any unique features that would benefit the Town of Foxborough. Are your solutions available globally?
2. Please describe how your solution will help the Town of Foxborough optimize our working capital and procure to pay processes.
3. Please provide any White Papers or Case Studies describing your electronic B2B payment solutions and the results that your customers have achieved.
4. How will you determine which B2B products are best suited to our environment?
5. Will the Town have access to an online portal to view payment status, cancel, or void a payment?
6. How much customization or integration is required to implement your electronic B2B payment solutions?
7. What is the timeline for implementation? What Town resources will be required? What steps do you recommend in making the transition as smooth as possible?
8. Please describe how you would support training and communications for employees and suppliers including written policies and procedures for internal staff, and ongoing training of Cardholders, supervisors and suppliers.
9. Please describe any costs to the Town to implement your electronic B2B payment solutions.
10. What is the supplier enrollment process? What is required of the supplier to accept a payment using your solution?

## Section 4 – Technical Capabilities & Information Reporting

1. What are the hardware and software requirements for using your Card transaction reporting software packages? How are upgrades managed?
2. Provide a general description of the reporting packages you offer including sample screenshots (e.g. welcome page, menus, transaction screen, reconciliation module, etc). Would you be willing to provide a demonstration?
3. What technical support is available for your reporting packages and what hours are they available? Where are they located?
4. How quickly after a transaction has been conducted is information available?
5. Do you provide ongoing support for the interface should any problems arise or if any changes need to be made? What are the associated fees?
6. How do you ensure that no unauthorized individual accesses the system both internally (in the Town) and externally (at your location).
7. Describe how your Card program will interface with our systems. How is data integrated with the Town of Foxborough's system of record (Munis)?
8. Does your program offer online account management for the Town and its employees? Please describe.
9. What reconciliation management tools are available?
10. Describe your encryption technology including your firewall settings. Describe your security architecture and policies, including but not limited to data storage and retention, transmission, authentication, employees, and suppliers.
11. What is the frequency of feeds (e.g. real time, daily, weekly, etc)?
12. Is customized programming required to accomplish this interface? If so, is there a cost to the Town associated with this programming?
13. Describe your data retrieval and processing network. How do you ensure data consistency and integrity?
14. Did you develop your own systems and do you have control over enhancements? Do you accept client feedback?

## Section 5 – Implementation

1. Describe your implementation strategy for commercial payment solutions, including a sample plan and description of various implementation tasks for both you as the issuer and the Town.

2. How many dedicated, support experts in implementation and technology do you have? What implementation and technology support/resources will you provide? What resources from our organization will be needed to assist you?
3. How long does a typical implementation take?
4. How many implementations has your company completed with organizations of our size and in our industry?
5. Will your implementation staff remain actively engaged after initial program set-up and roll-out? If yes, for how long and to what extent?
6. Describe the support provided during implementation, including user manuals, instructional and/or educational materials, on-site visits, or other assistance.
7. Describe your live, in-person training. Will it be based on our timeframe and at our convenience?
8. What are some of the common implementation obstacles you have observed?

## Section 6 – Account Management

1. How is your account management team organized? How many local, dedicated Corporate Payments Account Managers does your organization have? How does this structure benefit the Town of Foxborough?
2. Define the support the Town can expect to receive from your organization. Will there be a dedicated account manger? Will your company dedicate regionally-based account management personnel?
3. Please describe the qualifications, including tenure, of the account management personnel that will be assigned to the Town.
4. Do you provide 24/7 customer service? Please describe the services provided to both Program Administrators and Cardholders.
5. Describe your company's approach and philosophy on consulting with clients. Explain the level of consultation that your company is prepared to provide to our organization.
6. Describe the role/responsibilities of our designated Program Administrator(s).
7. How would you expand our program to new markets and/or commodities?
8. Will we be provided with an account manager versed in local market solutions in all our countries (United States and Canada)? Please provide an organizational chart illustrating the name of each of the local market account managers.

## Section 7 – Acceptance and Merchant Support

1. Describe the merchant enrollment, education, and ongoing management available to your clients.
2. What tools do you use to encourage or increase vendor enrollment in your program?
3. If the Town were to request enhancements, describe the prioritization process for such requests.

## Section 8 – Customer Service

1. Where are customer servicing personnel located? Is customer service wholly-owned?
2. Please describe the key performance measures utilized to measure the success of the program.
3. Describe your customer service capabilities, including the following:
  - a. Hours of coverage
  - b. Toll-free number access
  - c. Cardholder account management
  - d. Cardholder complaints
4. Describe the issuer's customer service organizational structure. Describe the responsibilities of customer service personnel, including the chain of command for problem resolution.

## Section 9 – Financial and Contractual Considerations

1. Explain your financial rebate offer to the Town of Foxborough. Include details and exclusions.
2. Are you able to offer a single, financial incentive structure across your Commercial Card solutions? (e.g. Purchasing Card and B2B payment solutions combined?)
3. What type of spend will be excluded from the rebate calculation? Will 30 days overdue spend be included in the incentive rebate?
4. Please describe in detail any incentive/rebate reductions based on spending factors such as average transaction size, spend per card, etc.
5. Describe what flexibility is offered regarding payment cycles.
6. Do you deduct fraud from the financial incentive?
7. Are there any exclusions for high dollar transactions?
8. Please identify any applicable expenses associated with all of the products/services described within your RFP response.

9. What other factors should be considered when quantifying the total value of your program offering?

## **CERTIFICATE OF NON-COLLUSION**

The undersigned certifies under penalties of perjury that this proposal for the “**Electronic B2B Payment and Procurement Card Programs**” has been made and submitted in good faith and without collusion or fraud with any other person. As used in this Certification, the word “person” shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals.

\_\_\_\_\_  
(Signature of person signing bid and/or proposal)

By: \_\_\_\_\_  
(Name of Business)

Date: \_\_\_\_\_

**No award will be made without vendor certification of the above**

**(Note: This form must be included in the non-price proposal submission)**



## **CERTIFICATE OF TAX COMPLIANCE**

**STATE LAW MANDATES THAT TO DO BUSINESS WITH THE TOWN OF FOXBOROUGH** the Massachusetts Revenue Enforcement and Protection Program of 1983 requires that the following be supplied with your bid:

Date: \_\_\_\_\_

**Pursuant to Mass. G.L. Chapter 62C, Section 49A**, I certify under the Penalties of Perjury That I, To My Best Knowledge and Belief, Have Filed All Mass. State Tax Return and Paid ALL Mass. State and Town Taxes Required under Law.

Company Name: \_\_\_\_\_

Street and No: \_\_\_\_\_

Town: \_\_\_\_\_

State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Tel. No: \_\_\_\_\_ Fax No. \_\_\_\_\_

Social Security No or Federal Identification No: \_\_\_\_\_

Failure to complete this form may result in rejection of bid and/or removal from Town Bid Lists.

\_\_\_\_\_  
Authorized Signature

**(Note: This form must be included in the non-price proposal submission)**